

Library of Michigan
Quality Services Audit Checklist
Glossary

Administration:

The staff of the library that have financial responsibility for the library. They plan, organize, and control the activities of the library so that long-term objectives may be achieved.

Advisory Board:

Advises a library director and local government on library concerns, promotes library service in the community, and advocates for the library on a local, regional, and state level. They are the liaison between the service area, the local governmental authority, and the library. The responsibilities are outlined locally.

Adaptive Technology:

Any item or piece of equipment used to increase, maintain, or improve the functional capabilities of individuals with disabilities.

Broadband Internet Access:

Access that is anything greater than T1 or above. T1 is a line connection capable of carrying data at high speed, (at maximum theoretical capacity, moving a megabyte in less than 10 seconds) but that is still not enough bandwidth for full-screen, full-motion video.

Children's Programming:

Conducting or sponsoring special events, such as story times, book discussions, summer reading motivational activities, and the like, to encourage children to read and use the library and its resources.

Circulation of Materials:

The library checks items in and out of the library collection on temporary loan to a library user.

Circulation per Capita:

Determined by dividing library collection totals by its legal service population.

Collection per Capita:

Collection size divided by the population of the legal service area.

Community need:

A mixture of local interest, populations and age mix, and the availability of programming through the communities other social, cultural, and recreational organizations.

Database:

A file of digitized information (bibliographic references, abstracts, full-text documents, directory entries, images, statistics, etc.) consisting of records of uniform format organized for ease and speed of search and retrieval.

Digitize:

To transcribe printed data into a digital form so it can be directly processed and accessed by a computer.

Dynamic database-supported Web site:

The library's Web site is a database, a systematized collection of data that can be accessed immediately and manipulated by a data-processing system. Moreover, it is dynamic, requiring its contents to be updated (refreshed) continuously.

Emergent Literacy:

A child's ability to be ready to learn to read when entering school.

Evening hours:

Hours that are scheduled after 5:30 p.m. for a minimum of two hours.

Friends of the Library:

Community support group that often fund-raises and supports legislative advocacy for the library.

Governing Board:

A board established by Michigan law that has legal, financial, policy-making, and planning responsibilities for all library operations. This board selects and evaluates the library director.

Graphical User Interface (GUI):

An interface between a computer user and a computer application. The user starts programs and selects options from menus by clicking icons.

Information Literacy:

Providing training opportunities in using, evaluating, and synthesizing information to meet a particular purpose or information need.

Information Retrieval (IR): See <http://lu.com/odlis/>.

Information Storage and Retrieval (ISAR): See <http://lu.com/odlis/>.

Institute of Electrical and Electronics Engineers (IEEE):

A non-profit, technical professional association of more than 377,000 individual members in 150 countries. Through its members, the IEEE is a leading authority in technical areas with nearly 900 active standards.

Integrative Library System (ILS):

A system that allows for circulation, computer catalog, acquisitions, cataloguing, inter-library loan, and database operations to be delivered online.

Interlibrary Loan:

When a library identifies a user's requested item as not being in their collection, the library will canvass other libraries' catalogs to locate the item, and then borrow the item on behalf of the user from the owning library.

Intra-library Loan (Relevant to a public library with more than 1 facility):

When a branch identifies a user's requested item as not being in their collection, the branch will canvass the holdings of the other branches in the system to locate the item, and then have the item sent for the user.

International Organization for Standardization (ISO): See <http://lu.com/odlis/>.

Legal Service Area:

Geographical area and its residents for which a public library has been established to offer services and from which the library derives income. It may also include other areas served under contract.

MARC:

MAchine-Readable Cataloging, the standard for bibliographic description encoded for computer processing.

Mediated-assistive technology:

Technology that assists the patron in locating desired information, by helping to formulate and execute appropriate strategies for searching online catalogs and databases.

Mission Statement:

A concise statement of the library's purpose. It identifies the area served, how the library serves its customers, and how the library is unique.

National Information Standards Organization (NISO):

A nonprofit association accredited by the American National Standards Institute (ANSI) to develop voluntary standards in library science, information science, publishing, and other information services.

OPAC:

Term standing for **O**nline **P**ublic **A**ccess **C**atalog, the computerized library catalog that replaced card catalog in the 20th century.

Operating budget:

Includes all expenditures except capital expenses and debt retirement. **[Note: For the purposes of QSAC, materials are not considered a capital expense.]**

Open System Interconnection (OSI): See <http://lu.com/odlis/>.

Reference completion rate:

Proportion of reference transactions successfully completed (appropriate referrals are considered as completed) on the same day that the question is asked.

Reference Service:

Staff is available during all hours of operation to first conduct an interview with a user to ascertain their information need, and then assists the user in locating information that addresses the information need, including instruction on the use of information resources.

Reserves/Holds:

The library identifies, tags and sets aside a particular item currently in the library's collection so that when a person returns it, the item can be held for another.

Reciprocal Borrowing:

Independent cooperating libraries agreeing to loan materials to each other's patrons.

Turn-Over Rate:

Determined by dividing annual circulation by the total of circulating materials.

Vision Statement:

A simple concise statement of an ideal desired future for the library. It is concerned with the future, not the present and services to focus the strategic planning efforts of the library. It serves as a base for the mission statement.

Z39.50: See <http://lu.com/odlis/>.

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